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Correction to: Evaluating caregivers' service quality perceptions: impact-range performance and asymmetry analyses

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Following publication of the original article [1], the authors identified an error in Fig. 2. The updated Fig. 2 provides a level illustration of Fig. 2. Several corrections have been made, including text above figure (Low impact, Medium impact, and High impact), and text in the center (Delighters, Satisfiers, Hybrids, Dissatisfiers, and Frustrators). The correct figure is given below.

The original article has been corrected.

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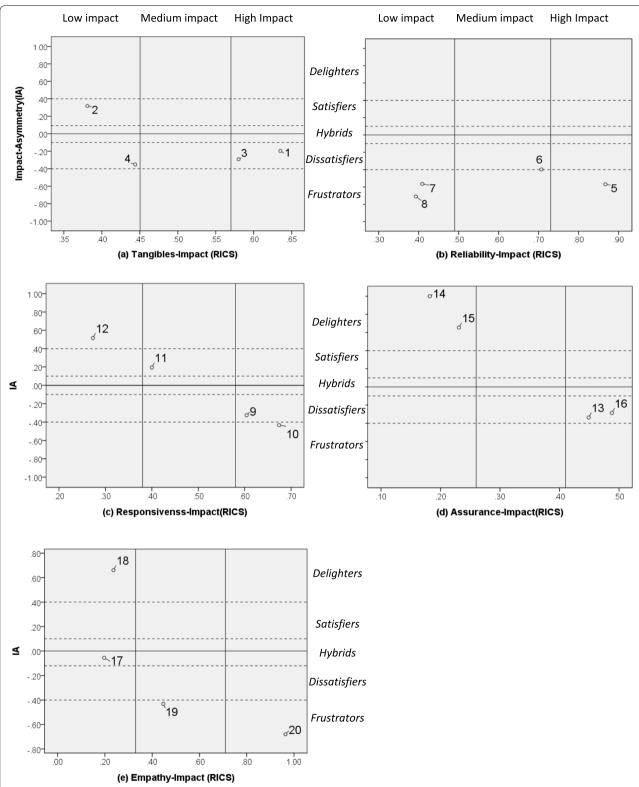


Fig. 2 Impact-asymmetry analysis (IAA) grid. Attributes were categorized as delighters (12,14,15,18), satisfiers (2,11), hybrid (17), dissatisfiers (1,3,4,6,9,13,16), and frustrators (5,7,8,10,19,20) based on three levels of impact scores (high, medium, and low)